



Lettable Standards – Policy Overview

Purpose

YMCA Black Country Group is committed to ensuring that all properties are safe, secure, clean and in a good state of repair before being let to new residents or tenants. This policy sets out the minimum standards all YMCA accommodation must meet before a property is allocated, ensuring compliance with the Regulator of Social Housing Safety and Quality Standard 2024 and relevant housing legislation. Our aim is to provide safe, welcoming homes where residents can feel secure and thrive.

Our Approach – Person Centred, Co-Produced, Strengths Based and Trauma Informed

Our environments should feel safe, welcoming and non-institutional, supporting residents to feel comfortable in their homes.

Staff should:

- Ensure properties are clean, safe and well maintained before move-in
- Promote environments that feel welcoming and respectful
- Respond promptly to safety or repair concerns
- Work collaboratively with residents and contractors to maintain safe homes
- Ensure accommodation supports wellbeing, dignity and independence

Minimum Lettable Standards

Before a property is allocated to a new resident or tenant, it must meet the following standards.

The property must be:

- Safe – free from serious hazards and compliant with health and safety legislation
- Secure – doors, windows and locks must function properly
- Clean – the property must be cleaned and ready for occupation
- In good repair – fixtures, fittings and installations must be functioning and safe

This includes ensuring:

- Heating, water and sanitation systems are working
- Gas and electrical systems meet safety requirements
- Smoke alarms and carbon monoxide detectors are installed and operational
- Fire safety measures are in place where required
- There are no serious damp, mould or structural issues

Legal and Regulatory Compliance

YMCA Black Country Group must ensure all homes meet legal safety requirements including:

- Housing Health and Safety Rating System (HHSRS) under the Housing Act 2004
- Landlord and Tenant Act 1985 – maintaining structure and essential installations
- Homes (Fitness for Human Habitation) Act 2018
- Gas Safety Regulations – annual gas safety checks
- Electrical Safety Regulations – EICR inspections every five years
- Fire Safety legislation for communal areas
- Smoke and Carbon Monoxide Alarm Regulations

These requirements ensure that residents live in safe, healthy and compliant homes.

Property Inspections and Safety Checks

To ensure homes remain safe and compliant, YMCA will:

- Carry out regular property inspections
- Conduct Housing Health and Safety Rating System (HHSRS) assessments
- Identify and prioritise Category 1 hazards
- Address safety issues promptly
- Maintain accurate records of inspections, repairs and improvements



Supported Housing properties are checked monthly, and Y-Living properties are checked every three months.

Repairs, Maintenance and Asset Management

YMCA Black Country Group will:

- Maintain an asset management system to track property condition
- Record inspections and repairs through systems such as Fixflo
- Ensure repairs and maintenance are completed efficiently and promptly
- Plan long-term improvements using stock condition surveys and property data

A full Stock Condition Survey is carried out every five years to inform future investment and improvements.

Tenant Engagement and Reporting

Residents play an important role in maintaining safe homes. YMCA will:

- Encourage residents to report repairs and safety concerns early
- Provide clear guidance on how to report repairs
- Inform residents about planned inspections or maintenance work
- Promote shared responsibility for maintaining safe and healthy living environments

Staff Responsibilities

Staff involved in housing management must:

- Ensure properties meet lettable standards before allocation
- Carry out regular property checks
- Record safety inspections and repairs
- Ensure hazards are identified and addressed quickly
- Follow YMCA repairs, maintenance and compliance procedures

Key Message for Staff

Our role is to:

- ✓ Ensure all homes meet YMCA lettable standards before move-in
- ✓ Maintain properties so they remain safe, secure and well maintained
- ✓ Identify and respond quickly to health and safety risks
- ✓ Work with residents to maintain safe living environments
- ✓ Ensure YMCA meets legal and regulatory housing standards

By maintaining high lettable standards, we help ensure residents have safe, welcoming homes where they can feel secure and thrive.